



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, DC 20240

November 3, 2025

Dear <name>:

The Department of the Interior's Office of Insular Affairs is committed to continuously improving our services and ensuring that we meet the needs and expectations of our Insular Communities. To this end, we are conducting a comprehensive customer survey to gather valuable feedback from key stakeholders like yourself. The Office of Management and Budget (OMB) has reviewed and approved this survey and assigned OMB Control Number 1040-0001, expiration January 31, 2028.

Your insights and experiences are crucial to us as we strive to enhance our operations and service delivery. We kindly request your participation in this survey, which will cover various aspects of our services and your interactions with our department.

The survey is designed to be concise and should take no more than 10 minutes to complete. Your responses will be used solely for the purpose of improving our services. We aim to have all responses collected by **November 16** to allow sufficient time for analysis and implementation of any necessary improvements.

To participate in the survey, please visit the following link: [\[Survey Link\]](#). If you have any questions or require assistance, do not hesitate to contact me directly, or the Office's point of contact for the survey instrument Melissa Braybrooks at melissa_braybrooks@ios.doi.gov.

We greatly appreciate your time and input. Your feedback is invaluable in helping us serve you better.

Thank you for your cooperation and support.

Sincerely,

Bill Hague
Acting Assistant Secretary – Insular and International Affairs
Department of the Interior